

Common Errors in Action Plans, and some additional observations

September 16, 2003

I. Errors

Face Sheet

- ☞ No face sheet
- ☞ Name or signature instead of date in Consumer/ISC/Guardian Approval box
- ☞ No date in Consumer/ISC/Guardian Approval box
- ☞ Page not numbered

Desire/Need

- ☞ Desire/Need not numbered
- ☞ No description of Desire/Need
- ☞ Desire and Need both checked
- ☞ Pages not numbered
- ☞ 90 day box not checked and no explanation, although dates exceed 90 days

Action

- ☞ Action not numbered
- ☞ Action numbered, but not lettered
- ☞ Action number does not correspond to Desire/Need number
- ☞ Actions listed in narrative are not reflected in Actions or Continuing Services
- ☞ Actions are not related to the Desire/Need (e.g., Desire is "Camping", Action is "make appointment for hearing evaluation").
- ☞ More than one name in Person Responsible
- ☞ Action is described in Resources Needed space, e.g., "staff will assist Steve to find concert date and location and purchase tickets"

Continuing Services

- ☞ No Continuing Services sheet
- ☞ Page(s) not numbered
- ☞ Actions are repeated as continuing services
- ☞ Service is listed without name or date
- ☞ More than one name as person responsible
- ☞ Waiver service is described (not needed here, but is necessary in the narrative)

Notification & Attendance

- ☞ No Notification & Attendance Sheet
- ☞ Agency staff checked as attended, but not as notified or invited

II. Additional Observations

These are items that may not be errors, but should be considered thoughtfully to be sure they represent best practice in the circumstances

- ☞ No Desire/Needs and few Continuing Services
- ☞ Multiple medical services are listed separately rather than grouped as "Medical"
- ☞ Many services listed that are generally routine and may not need to be tracked, e.g., hairdresser, assistance at meals, assistance with ADLs, assistance with mail/phone...